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AGENCY CONTACT MEMORANDUM #2011-1101

To: Agency CIOs, Technical Contacts

From: Steve Rucker, Commissioner
Commonwealth Office of Technology

Date: Nov. 3, 2011

Subject: State BlackBerry Enterprise Server to require passwords on devices beginning Nov. 15

To enhance data security for all BlackBerry devices on the state BlackBerry Enterprise Server, Commonwealth Office of Technology will soon implement password requirements.

BlackBerry devices offer employees increased accessibility and efficiency, but the Commonwealth faces risks should unprotected devices become lost or stolen. Beginning Nov. 15, all state BlackBerry Enterprise Server users will be required to secure those devices with a password consisting of at least four characters. The passwords may not contain repeating patterns (i.e. "1111" or "aaaa") to adhere to security requirements.

A password history will be retained, so if a password is changed, it must be unique to the previous four. If a user forgets the device password, they should contact the Commonwealth Service Desk to have it reset.

Users should also be aware that the device will be wiped of all data after 10 failed login attempts.

BlackBerry users who already protect their devices with passwords will notice no changes, but will have to adhere to the aforementioned password security requirements. Employees may wish to proactively set a password before being prompted to do so on Nov. 15. Details about enabling this feature on the BlackBerry can be found on COT's website

(<http://technology.ky.gov/Pages/BlackberryPasswordInformation.aspx>).

If you have any questions about this change, please contact the Commonwealth Service Desk at (502) 564-7576 or commonwealthservicedesk@ky.gov.